

# MoDOT PERFORMANCE HIGHLIGHTS

## SAFETY ...

**3%  MORE**  
ROADWAY FATALITIES  
THAN LAST YEAR

**24%  MORE**  
EMPLOYEE-RECORDABLE  
INCIDENTS

  
**88% SEAT BELT USE  
IN 2021**

## SERVICE ...

 **77%  
CUSTOMERS  
SATISFIED  
WITH MODOT  
CUSTOMER  
SERVICE**

 **7.5%  
INCREASE IN  
SOCIAL MEDIA  
FOLLOWERS**

 **RUSH  
HOUR  
TRAVEL TIMES**  
KC:  1.6%  
SL:  2.8%

 **98%  
PROJECTS  
COMPLETED  
ON TIME**

## STABILITY ...

  
**18.2%  
EMPLOYEE  
TURNOVER**  
PROJECTED FOR FY22

  
**90.6%  
MAJOR  
HIGHWAYS  
IN GOOD  
CONDITION**

**837 **  
**BRIDGES  
IN POOR  
CONDITION**